



Managing hybrid teams

The advantages of having a “distributed” workforce are well documented and in a post lockdown world, many organisations are adopting a hybrid working model. This allows businesses to embrace the flexibility of home working with the collaboration that comes with being in the office. But, it can create new challenges for managers. These include informal and formal communication, expectation-setting, inclusion and team dynamics. This participative course provides strategies, tips and techniques designed to enhance the benefits of hybrid working.

Around 2 hours • Face-to-face or virtual • Typically 4-15 participants • Supported by course notes • Interactive

Key course elements

The facts about hybrid working

- Understanding current trends
- The challenges and benefits of hybrid working

The 4 Cs of managing hybrid workers

- **Clarity** – Briefing team members wherever they are based, creating an understanding of how they will work with their manager and others
- **Communication** – setting up regular, effective communication systems and choosing the best method of connecting with hybrid workers
- **Community** – building a sense of connection and engagement with the wider team to increase inclusivity and minimise feelings of isolation
- **Care** – encouraging hybrid workers to look after themselves and how to spot signs that might mean extra care is required

Action planning

- Identify relevant actions
- Develop a team homeworking charter
- Create a weekly communication planner

Participants will learn to...

- Understand trends in hybrid working
- Recognise the key challenges from all perspectives
- Share experiences and success stories from within and from outside the group
- State the 4 Cs of managing hybrid workers
- Gain new management techniques and practices to enhance their performance as a manager of hybrid workers
- Communicate with and engage hybrid workers using the most effective communication tools
- Build trust and agreements as a basis for hybrid working



“Excellent and engaging trainer. Got audience participation and the content included theory but also practical examples of what worked in other companies. I learnt a lot and got a few ideas tucked away too”

BiteSize Learning

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